



## GREAT PLATES DELIVERED (GPD) PARTICIPANTS IN SANTA CLARA COUNTY

### FREQUENTLY ASKED QUESTIONS AND INFORMATION

#### I AM ALREADY ENROLLED IN GPD AND I HAVE A QUESTION:

##### ***After I enroll in the program, when should I expect the first meal delivery?***

After enrollment you should expect your first delivery in 5 business days from the date of enrollment.

##### ***How often will I receive GPD?***

You will receive two meals (**LUNCH** and **DINNER**) delivered once a day, **Monday through Friday**. GPD delivers lunch and dinner in one daily delivery.

##### ***What type of food will I get?***

Participants can select from a Protein or Vegetarian/Gluten Free option.

##### ***When will my meals arrive?***

Delivery hours are **Monday – Friday 9:00 a.m. – 3:00 p.m.**

##### ***How much will GPD cost me?***

There is no fee or cost to participants with Great Plates Delivered. Program costs are reimbursed by the federal and state government through Federal Emergency Management Agency's (FEMA) Public Assistance program.

##### ***What is the cost to the government to provide meals through GPD?***

The government cost to Santa Clara County residents is outlined below on a “per-meal” basis.

<b>Restaurant Cost:</b> includes preparing, packaging and loading meals prior to delivery.	<b>\$10.00</b>
<b>Delivery Service Cost</b>	<b>\$3.30</b>
<b>Program Administration Cost:</b> includes program management, coordination and ensuring appropriate staffing to assist with participant needs.	<b>\$3.30</b>
<b>Total Cost Per Meal</b>	<b>\$16.60</b>

***Participants receive two meals each day - daily total program cost per participant: \$32.90***

***Please note: Each area participating in GPD determines how to administer the program locally so costs across the state may vary.***

## ***Who is delivering my meal?***

GPD partners with a range of providers to provide contactless delivery. To help ensure your safety, Great Plates provides contactless delivery. The driver delivering your meal cannot directly hand the food to you. Instead, the food is placed in a safe location outside your door, or in your apartment building. You will receive a call or text to let you know your food has arrived.

Great Plates Delivered is proud to feed at risk populations in Santa Clara County in response to COVID-19. Our partners in this effort are front line workers, and our clients are at high risk for serious impacts from COVID-19. Please help us respect your safety, you must refrain from any in-person contact with Great Plates delivery drivers.

## ***What is contactless delivery?***

In a contactless delivery, the driver will not directly hand the food to you. Your meal will be placed outside your door or in a secure location inside your apartment complex and you will receive a text message to let you know it has been delivered. **Drivers have been instructed not to interact directly with customers so please do not ask them for a direct delivery.**

## ***How do I know if my meal is on its way?***

You will receive a text with an estimated delivery window. Please try to make yourself available to receive the meal during this time. You will receive a call and/or text from your driver when the meal has arrived. Your meal will be placed outside your door or otherwise delivered according to the instructions you provided.

If you receive a text that your delivery has been canceled, Great Plates will assign a new driver to deliver your meal and while delivery may be somewhat delayed, rest assured that your meal is on the way.

## ***What do I do if my meals are not delivered?***

If it is after 3:00 p.m., contact Sourcewise Great Plates Delivered Program at **(408) 350-3230**, then select **option 2**. Remember the hours of delivery are **Monday – Friday 9:00 a.m. – 3:00 p.m.** and you may receive a text notification that your meal is on its way before it arrives at your door.

## ***I live with another GPD client. I received my meal, but they haven't received their meal. What do we do?***

Great Plates is working to ensure that all participants that live in the same household receive their meals at the same time. If you have received the incorrect number of meals, please contact Sourcewise Great Plates Delivered Program at **(408) 350-3230**, then select **option 2**.

## ***Who do I call to update my delivery instructions or my contact information?***

Please contact Sourcewise Great Plates Delivered Program to update your contact information or provide changes to delivery instructions. Dial **(408) 350-3230**, then select **option 2**.

## ***Who do I contact if there is a problem with the food I receive?***

If you have any problems with the food you receive, please contact Sourcewise Great Plates Delivered Program at **(408) 350-3230**, then select **option 2**.

## ***Can I change the restaurant delivering my meal?***

No. Meal deliveries are based on a number of factors, including dietary needs and the location of restaurants and recipients.

## ***How long will I receive meals from GPD?***

GPD program is a **temporary program** in response to COVID-19 and has been renewed on a monthly basis by the federal agency FEMA. The current monthly program is approved through **January 9, 2021**, thanks to the City of San José.

If you would like to end your participation in Great Plates Delivered before the program ends, you may terminate your participation in GPD by calling Sourcewise Great Plates Delivered Program **(408) 350-3230** and selecting **option 2**.

## ***I'm not going to be home for several days - can I pause deliveries?***

Please call Source Sourcewise Great Plates Delivered to discuss how we can best serve you. The number is **(408) 350-3230**, and select **option 2**.

## ***Is there contact information for GPD with the State of California?***

Participants can reach out directly to the Great Plates Program with feedback for the statewide program at **GreatPlates@soc.caloes.ca.gov**.

## **I WANT TO ENROLL IN GPD AND HAVE QUESTIONS:**

### ***Is GPD a new permanent program?***

No. The GPD program is a **temporary program** in response to COVID-19. GPD has been extended through **January 9, 2021**

### ***Where can I apply or refer eligible clients/participants for enrollment?***

- Complete the Intake Form available on the Sourcewise website at: **mysourcewise.com**.
- Individuals can also speak with a Sourcewise Specialist about the Great Plates Delivered Program by calling **(408) 350-3230, option 1**.

### ***If I am approved for GPD, will I receive meals every day?***

If approved, you will receive 2 meals (**LUNCH and DINNER**) delivered once a day, **Monday through Friday**.

### ***Am I eligible for GPD if I participate in other Meal programs, such as Meals on Wheels?***

If you are already participating in another program, you are not eligible to participate in GPD.

### ***If I am part of another program, such as Meals on Wheels, can I suspend my participation in that program and join GPD?***

No. Unfortunately, individuals in another program may not suspend services from that program (even temporarily) to participate in GPD.

### ***Can I move from one Meal program such as Meals on Wheels to GPD?***

Due to the limited duration of the program, moving to GPD is not allowed.

## ***What does “Individuals must affirm an inability to prepare or obtain meals?”***

During the intake process, you will be asked questions to self-certify/attest that you are unable to prepare meals independently or obtain meals or items to prepare a meal independently.

## ***After applying or calling the number, how long will it take to get an answer on eligibility?***

If you submit an online GPD Program Eligibility & Intake form on the Sourcewise website, you should receive a response within 24 – 72 business hours confirming eligibility. If you complete the initial intake with a Sourcewise team member, you will learn if you are eligible or not during the phone interview. However, it will take 24 – 72 hours to confirm the information you provided and input into the system. This information will be cross referenced into the database to confirm eligibility. You will receive a call to verify your information and confirm your enrollment in GPD.

## ***Will I be able to speak with someone in a language that is not English?***

Sourcewise, who manages the Participant Intake process, strives to provide exemplary customer service for each and every individual who calls. Their staff is trained and uses a Language Line service that is available for any caller that requests an interpreter or has difficulty expressing himself/herself in the languages spoken by the staff member who answers the phone.

## ***Is the online eligibility & intake form on the Sourcewise website secure?***

The GPD online Eligibility & Intake Form on the Sourcewise website is securely and safely storing your response through Microsoft Forms. Sourcewise limits access to responses and is protected through a secure log-in. Microsoft Forms is HIPAA and BAA compliant.

## ***WHAT IS GPD***

GPD was announced by Governor Gavin Newsom on April 24 as an “Emergency Feeding Program Framework” seeking to expand meal access to include a population of newly defined vulnerable persons, stimulate local restaurant recovery and put in place streamlined funding guidance by the State.

The number of qualified Santa Clara County participants for this program is expected to generate demand for up to 30,000 meals per week. The City of San José will serve as Local Administrator for the program per the County of Santa Clara/City of San José agreement on countywide food and necessities distribution. The City of San José/County of Santa Clara have agreed to provide qualified participants **LUNCH and DINNER** in collaboration with World Central Kitchen.

World Central Kitchen (**WCK**), a 501(c)3 non-profit organization founded by chef and humanitarian José Andrés, is the City’s partner on GPD. WCK will coordinate and provide fresh meals through the Restaurants for the People program which activates local restaurants and delivers meals to those in need. In addition, they will provide logistics and food distribution support to augment the existing food distribution network, create new distribution channels and meet the data reporting requirement. WCK has contracted with Sourcewise, a 501(c)3 non-profit, that provides services and support to seniors, persons with disabilities and all adults in Santa Clara County to process participant data and meal needs.

## **WCK will:**

- Receive qualified participant and meal information from their contactor, Sourcewise.
- Activate and manage meal coordination with local restaurants.
- Coordinate orders and meal preparation with restaurants.
- Coordinate with delivery operators to deliver meals in a timely manner.

## **WHERE WILL GPD BE AVAILABLE**

This service began on May 18 in Santa Clara County through the Silicon Valley Strong Initiative.

## **CURRENT RESTAURANTS PROVIDING MEALS FOR GPD**

- Bloom - <https://www.bloomcateringusa.com/> (Minority and Female-owned)
- Faultline Brewing Company – [www.faultlinebrewing.com](http://www.faultlinebrewing.com) (Small local business)
- Tony Caters - <https://tonycaterstoyou.com/> (Family-owned)
- Yolked – [www.liveyolked.com](http://www.liveyolked.com) Morgan Hill (Small family-owned)
- TD's Kitchen - [www.tdskitchen.com](http://www.tdskitchen.com) (Minority-owned)
- Sammy G's - Pizzeria <https://www.sammygpspizza.com> (Minority-owned)
- Adega - <https://www.adegarest.com> (Minority-owned)
- Pasta Fresca - <http://www.sanpedrosquaremarket.com/san-pedro-square-market-tenants/pasta-fresca> (Immigrant and family-owned)
- The Basin – <https://www.thebasin.com/> (Family-owned)

## **WHO IS ELIGIBLE FOR GPD**

Participant Eligibility Requirements (coordinated by Sourcewise):

- Must be 65 or older or high-risk. High-risk includes those who are COVID-19 positive, COVID-19 exposed as documented by a public health official or medical professional or individuals with an underlying condition.
- Must live alone or with one (1) program-eligible adult; must not be currently receiving assistance from other federal nutrition assistance programs.
- Receive no more than \$74,940 in income for a household of one (1) and \$101,460 for a household of two (2), this equates to 600% of the federal poverty limit.

## **WHEN WILL GPD START**

GPD began on May 18 in Santa Clara County.

## **WHEN WILL GPD END?**

The initial state initiative ended on June 10th and has been extended by the State of California on a monthly basis since then. As of November, GPD has been extended throughout all participating cities in Santa Clara County through **January 9, 2021**, thanks to the City of San José.

## **HOW CAN PARTICIPANTS REGISTER FOR GPD**

Participants:

- Phone: **(408) 350-3230, option 1**
- Website: <http://www.mysourcewise.com>

For further information on the Great Plates Delivered program in Santa Clara County, you can also go to: <https://www.sanjoseca.gov/home/showdocument?id=58663>